Waracle Ltd. - G-Cloud 15 Lot 3 Service Definition

Service: Cloud Training and Capability Building

1. Service Overview and Scope

Element	Description
Service Name	Waracle Cloud and DevSecOps Training and Capability Building
Lot 3 Category	**Training** (Primary) and **Ongoing Support**
Service Description	A structured, role-based training service designed to increase the cloud and DevSecOps maturity of public sector teams. Content is customized to client needs, platform strategy (AWS, Azure, GCP), and governance requirements, enabling long-term self-sufficiency and compliance. All training materials are WCAG 2.1 AA compliant.
Target Audience	Public sector teams including Cloud Engineers, Platform Architects, Security Officers, Finance Teams (for FinOps training), and Service Delivery Managers who require certified, practical cloud knowledge.
Delivery Methods	On-site Instructor-Led Training (ILT), Virtual Instructor-Led Training (VILT), Interactive Workshops, and Hands-on Labs/Sandboxes.
Location of Service Delivery	UK-wide delivery, provided either remotely or at the client's premises, as defined in the Statement of Work (SOW).

Service Scope: Inclusions and Exclusions

Area	Inclusions (What Waracle Will Do)	Exclusions (What This Service Does NOT Cover)
Content & Design	Needs Assessment to scope curriculum; Customisation of modules to address client's specific governance and platform needs; Development and provision of all course materials (digital and accessible).	Official vendor certification exams (e.g., AWS Certified); Training on non-cloud related software (e.g., desktop applications); Licensing fees for third-party training platforms (unless agreed in SOW).

Delivery	Delivery by certified instructors with active cloud project experience; Provision of temporary cloud sandboxes/environments for hands-on lab exercises; Post-course assessments and feedback surveys.	Provision of hardware (laptops, monitors) to attendees; Guarantee of certification success for attendees; Long-term support post-completion (covered by Ongoing Support service).
Capability	Training on DevSecOps practices, Infrastructure-as-Code (IaC) tooling, FinOps methodologies, and cloud security controls.	Recruitment services; Provision of staff augmentation (covered by other frameworks, e.g., DOS).

2. Training Curriculum and Outcomes

The curriculum is structured around common public sector roles and capability gaps.

Curriculum Stream	Target Audience	Key Outcomes Delivered
DevOps & Platform Engineering	Cloud Engineers, Technical Ops Teams, Developers	Ability to deploy, manage, and scale cloud infrastructure using IaC (e.g., Terraform); competency in CI/CD pipeline management and monitoring.
Cloud Governance & Security	Security Officers, Compliance Managers, Architects	Deep understanding of NCSC Cloud Security Principles and their application; knowledge of IAM best practices and continuous compliance monitoring.
FinOps & Cloud Economics	Finance Teams, Service Delivery Managers, CTOs	Ability to analyse cloud billing and usage data; competence in identifying and implementing cost-saving measures and effective budgeting.
Custom Workshops	Project Teams, Business Analysts	Bespoke sessions focused on a specific client need, such as **Kubernetes administration or specific data analytics tooling**.

3. Outcomes and Deliverables

ID	Deliverable Title	Description and Format

D16	**Custom Curriculum Document**	A formal document outlining the structure, learning objectives, length, and prerequisite knowledge for all delivered training modules, agreed pre-delivery.
D17	**Training Material Pack (Accessible)**	All presentation slides, handouts, and digital course content, provided in a WCAG 2.1 AA compliant format.
D18	**Post-Training Assessment Report**	A summary report detailing attendee performance, knowledge acquisition levels, and recommendations for continued capability development.
D19	**Temporary Lab Environment Access**	Access credentials and environment specification for the temporary, isolated cloud sandboxes used for hands-on practical exercises.

4. Pricing and Commercial Model (Reference)

This service is typically priced on a fixed fee per course or per day/week of instruction.

Element	**Description**
Pricing Model	**Fixed Price** per scheduled course/workshop (based on content, duration, and class size). **Time & Materials (T&M)** based on day rates applies for custom curriculum development or train-the-trainer activities.
Rate Card Reference	All current G-Cloud 15 compliant day rates for specialist roles (Instructor, Curriculum Designer) are detailed in the accompanying official document: **Waracle Ltd G-Cloud 15 Pricing Document**.
Invoicing	Invoiced **50% upon SOW signature, 50% upon completion** for Fixed Price courses, or monthly in arrears for T&M services.
Cancellation Policy	Cancellation terms for scheduled courses are detailed in the **T&Cs / Pricing Document.**

5. Service Management and Transfer

Element	**Description**

Delivery Hours	Delivered during standard UK business hours (Monday to Friday, 9:00 AM to 5:00 PM GMT/BST), unless out-of-hours training is agreed in the SOW.
Accessibility Compliance	Waracle warrants that all digital training materials (D17) and delivery platforms are compliant with **WCAG 2.1 AA** accessibility standards.
Client Responsibilities	Buyer is responsible for providing appropriate training facilities (if on-site), ensuring attendance, and managing any internal travel/expense for attendees.
Post-Training Support	Trainees receive **30 days** email support for basic course content queries post-completion.
Exit / Handover	All course materials and the Assessment Report (D18) are handed over digitally. The client owns the final copies of all bespoke curriculum materials (subject to IPR clauses).

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6. Technical and Security Standards

Element	Description
Trainer Qualifications	Instructors hold current relevant professional certifications (e.g., AWS Certified, Azure DevOps Engineer) and are specialists with active project experience.
Security of Lab Environments	Temporary cloud sandboxes (D19) are strictly segregated from the client's production environment and are automatically retired/wiped after the training session concludes.
Security Clearance	Waracle can provide trainers holding **BPSS / SC Clearance** for delivery in restricted environments, subject to SOW.
Data Handling	Only anonymous assessment data and attendee registration details (if provided) are processed. No client production data is used during the training unless anonymised data is explicitly provided by the client under separate terms.